PRV – Enrollment Waiver Recertification

Purpose:
The purpose of this procedure is to recertify waiver services

Identification of Roles:
Primary Role - The below procedure will be performed by the Provider Enrollment Team.

Performance Standards:
N/A

Path of Business Procedure:

Step 1: Receive scanned documentation in OnBase PRV 09 Prescreen queue

Step 2: Prescreen (PRV 09)
   a. Open OnBase-PRV 09 life cycle prescreen
   b. Select first document
   c. "Complete" user task- send the document to PRV 09 certification work queue. Use this task if key words are already entered by the system. If not move to next bullet.
   d. "Enter Key words user task- allows the entry of NPI and TIN/SSN in the event the barcode doesn't read. A prompt will be given- "Prescreen complete" yes or no. Yes moves the document to PRV 09-Certification work. No leaves the document where it is.
   e. Send to PRV 03- sends the document to PRV 03 correspondence queue- If the document is not a waiver recertification document use this task so the document can be sent to the correct location in OnBase
   f. Attach to-Presents and e-form for entry of the DCN the document should be attached to and moves to the Additional info received queue to be worked.
   g. Recycle- sends the document to PRV09 recycle bin. Must attach a note why this task is being used.

Step 3: PRV 09-Certification work in OnBase
   a. Documents ready to be processed will be sent to this queue.
   b. Verify all documentation was received. Documentation will include at minimum cover page including Tax ID, NPI and checklist requirements. Additional documents will be indicated on the checklist page. If all documentation is received move to the next bullet.

c. Verify the documentation submitted meets the enrollment requirements for that service. See enrollment guide on the PRV data share drive for detailed enrollment requirements.

d. Missing documentation double click on the Pend user task. Pend presents an e-form for the entry of the provider address and creates a missing information letter. The document will be sent to PRV09-pend.

Step 4: Pend

a. Documents waiting for additional information will be sent to PRV09 Pend. A timer has been added to this queue which will send documents to PRV 09-Follow-up with provider after they've been in the Pend queue for 30 days.

b. User task "Back to Work" sends the document back to PRV09-Certification work

c. When the Attach to user tasked is used from the prescreen queue and the DCN is in the Pend queue the document will be moved to the "Addtl Info Rcvd" to be worked.

d. "Addtl Info Rcvd"- will be worked the same as the Certification work queue. Move to step 3 for instructions.

Step 5: Follow-up with Provider

a. Documents that have been sitting in the Pend queue for more than 30 days will be sent to PRV09-Follow up with Provider.

b. Contact provider via phone call. Add note to document include who you spoke to, follow up with letter move to next bullet.

c. Double click on the user task "Pend" Pend-presents e-form for the entry of the provider address and creates a letter. The document will be moved to the PRV09- Pend

Step 6: IMPA Tool

a. Log into the IMPA tool

b. File, Click on "Recertify Waiver Services"

c. Enter Tax ID and NPI from the coversheet in OnBase and click Verify

d. Click on "IME Documentation Verification"

e. In the status column select the requirement the provider selected on the document in OnBase.

f. Select from the drop down "Being processed" or "Incomplete/Resend" or "Verify Complete"

g. "Being processed"- select this option if you have questions on the documentation submitted and need to research.

h. "Incomplete/Resend"- select this option if no supporting documentation was submitted for review and documentation is required. Submit comment in the comments by IME section on the IMPA screen.

i. "Verify complete"- select this option if the provider fully meets enrollment requirements

j. If the provider did not meet the enrollment requirements for the service click on "Enrolled Services" and in the column Terminate by IME check the box next to that service. Click on IME Documents Verification and under the status column it will read Program Terminated.

k. After all services are "verified complete" or "program Terminated" check the box at the bottom of the page "All required documents for this NPI are verified and accurate"

Step 7: Complete in OnBase

a. Documents that have been processed will be sent to PRV09-Complete. After all services and documentation has been verified click on the user task Complete in OnBase.
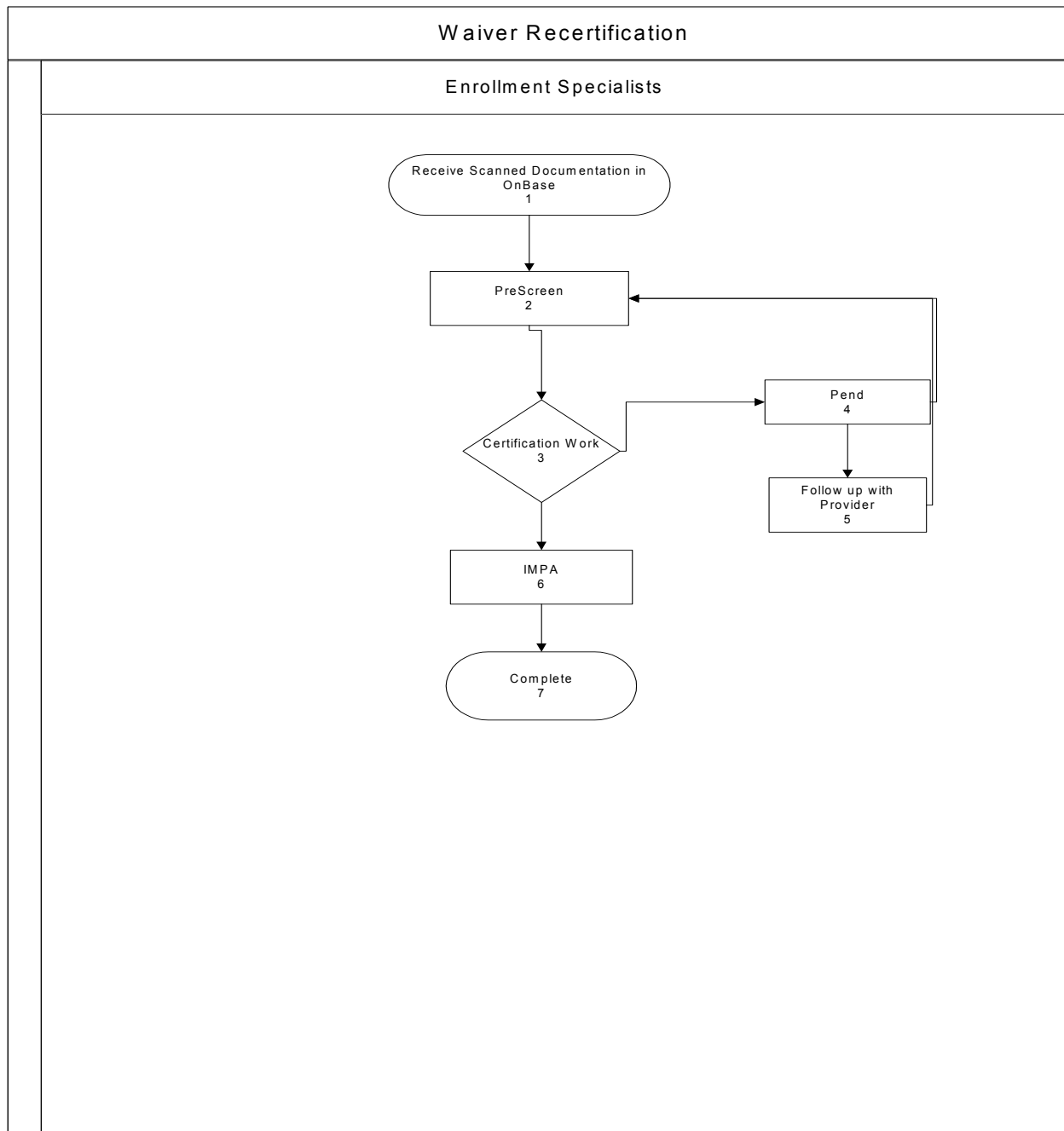
Forms/Reports:
Provider Waiver Certification- Coversheet

RFP References:

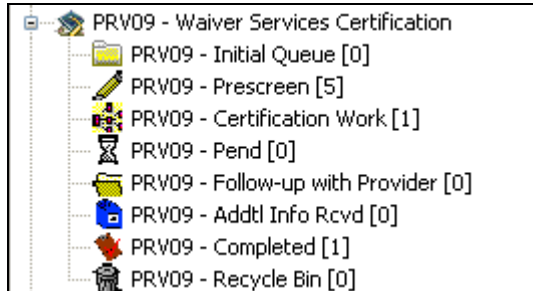## Interfaces:
IMPA tool
OnBase
MMIS
ISIS

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

Attachments:

Waiver Recertification
Enrollment Specialists

```
        ┌──────────────────────────────┐
        │ Receive Scanned Documentation│
        │           in OnBase          │
        │               1              │
        └──────────────┬───────────────┘
                       │
                       ▼
             ┌──────────────────┐
             │    PreScreen     │◄──────────────┐
             │        2         │               │
             └────────┬─────────┘               │
                      │                         │
                      ▼                         │
                 ╱──────────╲        ┌──────────┴──┐
                ╱ Certification╲─────►│    Pend     │
                ╲  Work   3   ╱      │      4      │
                 ╲──────────╱        └──────┬──────┘
                      │                     │
                      │              ┌──────▼──────┐
                      │              │ Follow up   │
                      │              │ with Provider│
                      │              │      5      │
                      ▼              └─────────────┘
             ┌──────────────────┐
             │      IMPA        │
             │        6         │
             └────────┬─────────┘
                      │
                      ▼
             ┌──────────────────┐
             │    Complete      │
             │        7         │
             └──────────────────┘
```

OnBase workflow

PRV09 – Waiver Services Certification

PRV09 - Waiver Services Certification
- PRV09 - Initial Queue [0]
- PRV09 - Prescreen [5]
- PRV09 - Certification Work [1]
- PRV09 - Pend [0]
- PRV09 - Follow-up with Provider [0]
- PRV09 - Addtl Info Rcvd [0]
- PRV09 - Completed [1]
- PRV09 - Recycle Bin [0]

PRV09 – PreScreen

Wavier Certification documentation received will be scanned into the PRV09 – Prescreen queue.
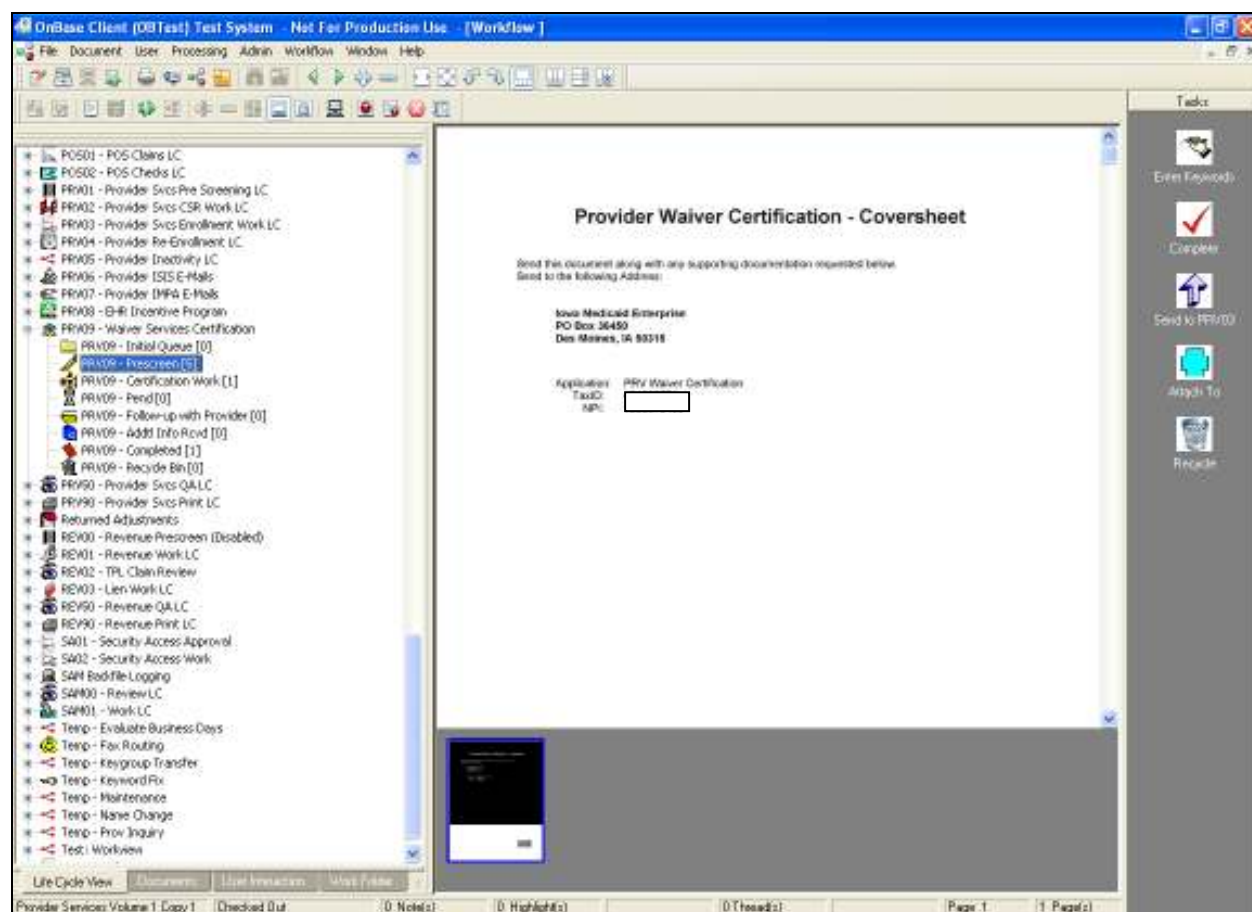
The following tasks are available:

Enter Keywords – Allows the entry of NPI and TIN/SSN in the event the barcode doesn't read. An additional prompt will be given.

Complete – Sends the document to PRV09 – Certification Work

Pend – Presents and e-form for the entry of the provider's address and creates a letter. The document will be sent to PRV09 – Pend.
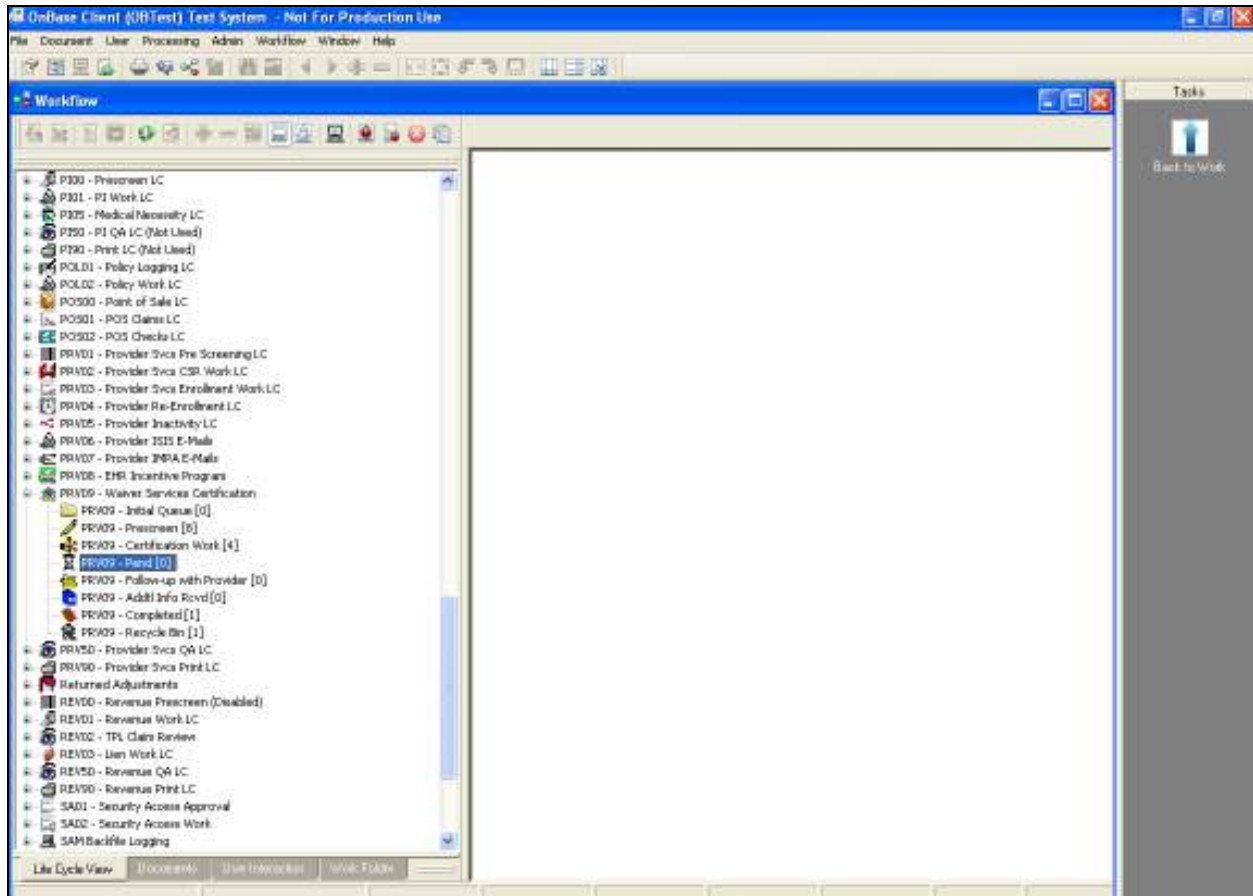
Send to PRV03 – Sends the document to PRV03 - Correspondence

Attach To – Presents and e-form for entry of the DCN the document should be attached to.

Recycle – Sends the document to PRV09 – Recycle Bin.

PRV09 – Certification Work

Documents ready to be processed will be sent to PRV09 – Certification Work. The PRV09 – Certification Work queue is auto fed.
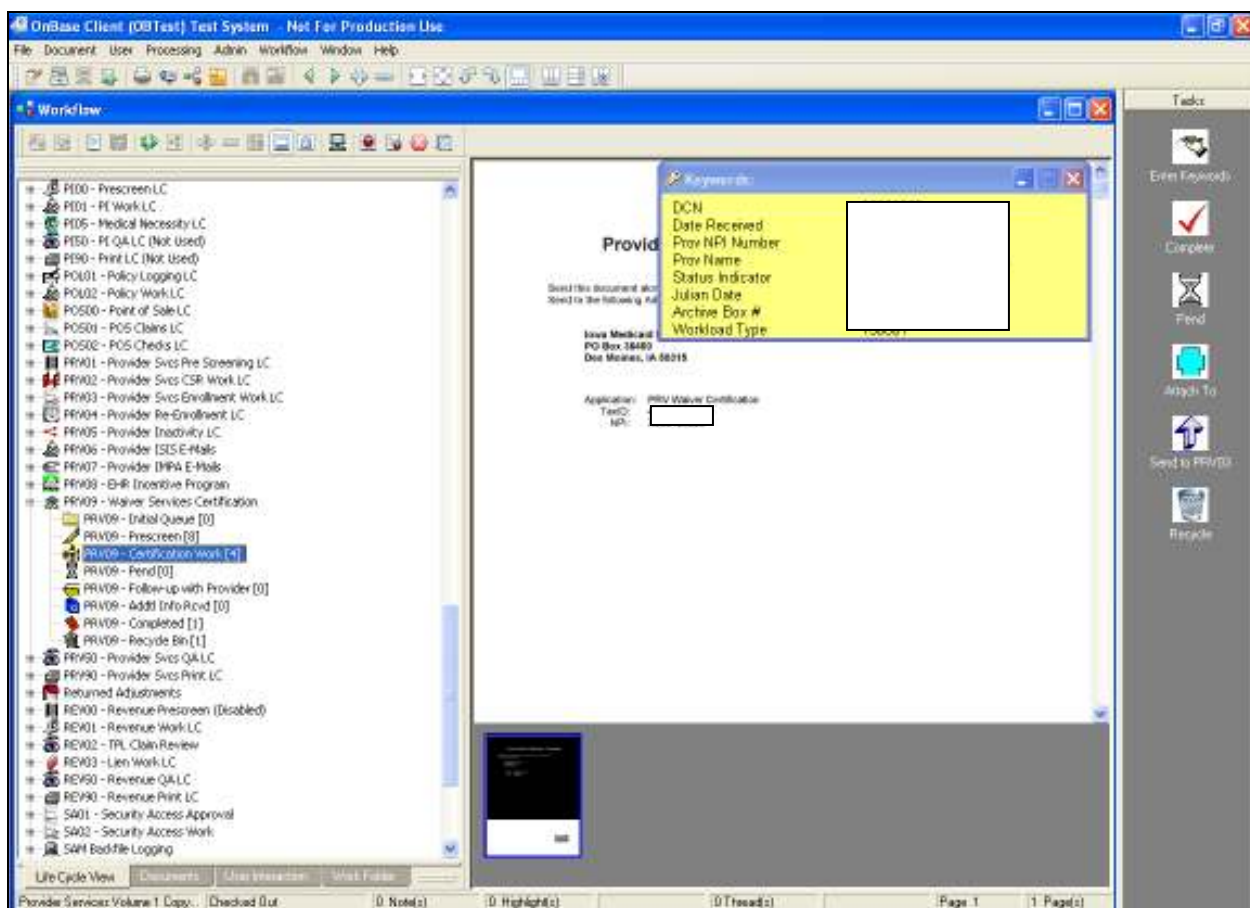
The following tasks are available:

Enter Keywords – Allows the entry of NPI and TIN/SSN in the event the barcode doesn't read. An additional prompt will be given.

Complete – Sends the document to PRV09 – Certification Work

Pend – Presents and e-form for the entry of the provider's address and creates a letter. The document will be sent to PRV09 – Pend.

Send to PRV03 – Sends the document to PRV03 - Correspondence

Attach To – Presents and e-form for entry of the DCN the document should be attached to.

Recycle – Sends the document to PRV09 – Recycle Bin.

PRV09 – Pend

Documents waiting for additional information will be sent to PRV09 – Pend. A timer has
been added to this queue which will send documents to PRV09 – Follow-up with
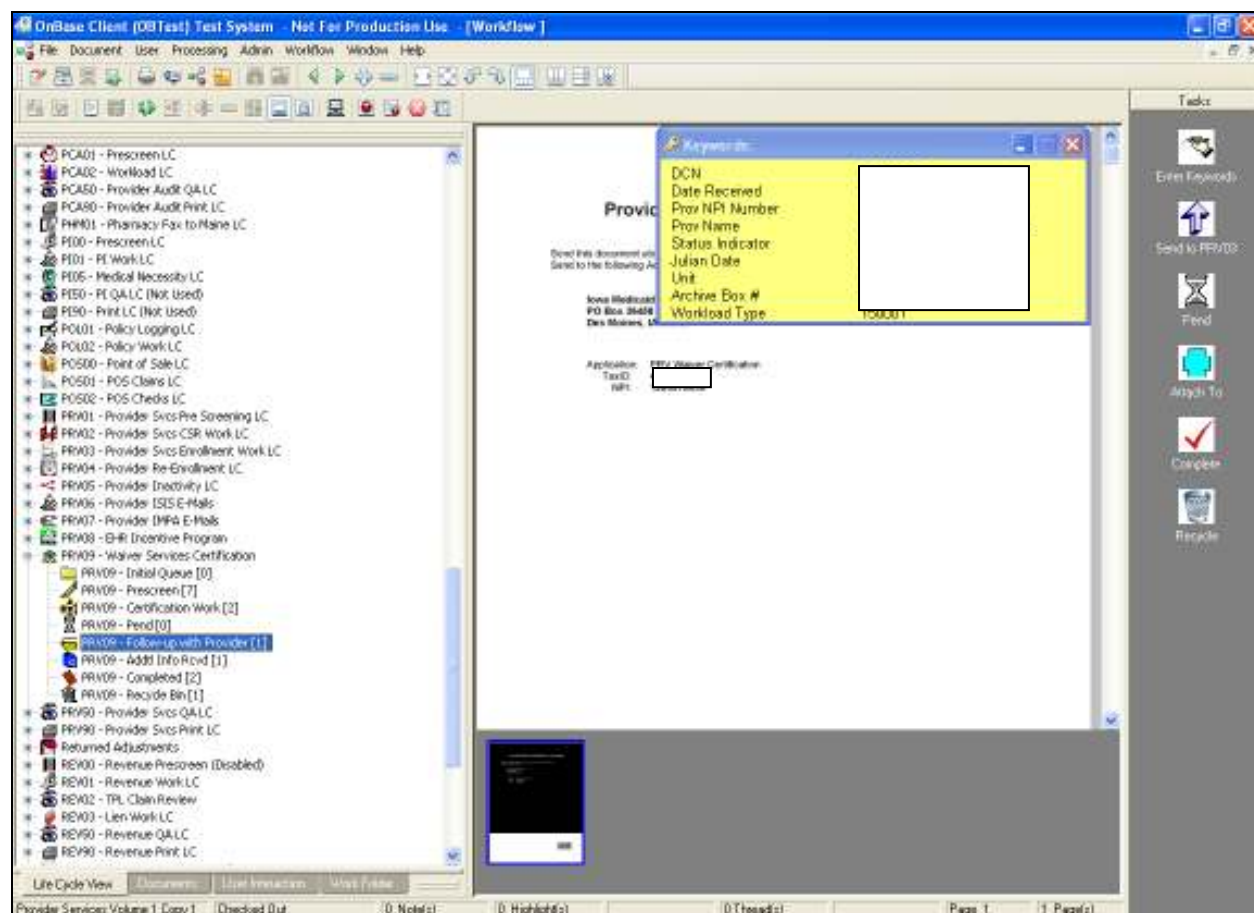provider after they've been in the Pend queue for 30 days.

The following tasks are available:

Back to Work – Sends the document to PRV09 – Certification Work

PRV09 – Follow-up with provider

Documents that have been sitting in the Pend queue for more than 30 days will be sent to PRV09 – Follow-up with Provider.

The following tasks are available:

Enter Keywords – Allows the entry of NPI and TIN/SSN in the event the barcode doesn't read. An additional prompt will be given.

Complete – Sends the document to PRV09 – Certification Work

Pend – Presents and e-form for the entry of the provider's address and creates a letter. The document will be sent to PRV09 – Pend.

Send to PRV03 – Sends the document to PRV03 - Correspondence

Attach To – Presents and e-form for entry of the DCN the document should be attached to.

Recycle – Sends the document to PRV09 – Recycle Bin.

PRV09 – Addtl Info Rcvd

Documents where responses have been received will be sent to PRV09 – Addtl Info Rcvd.
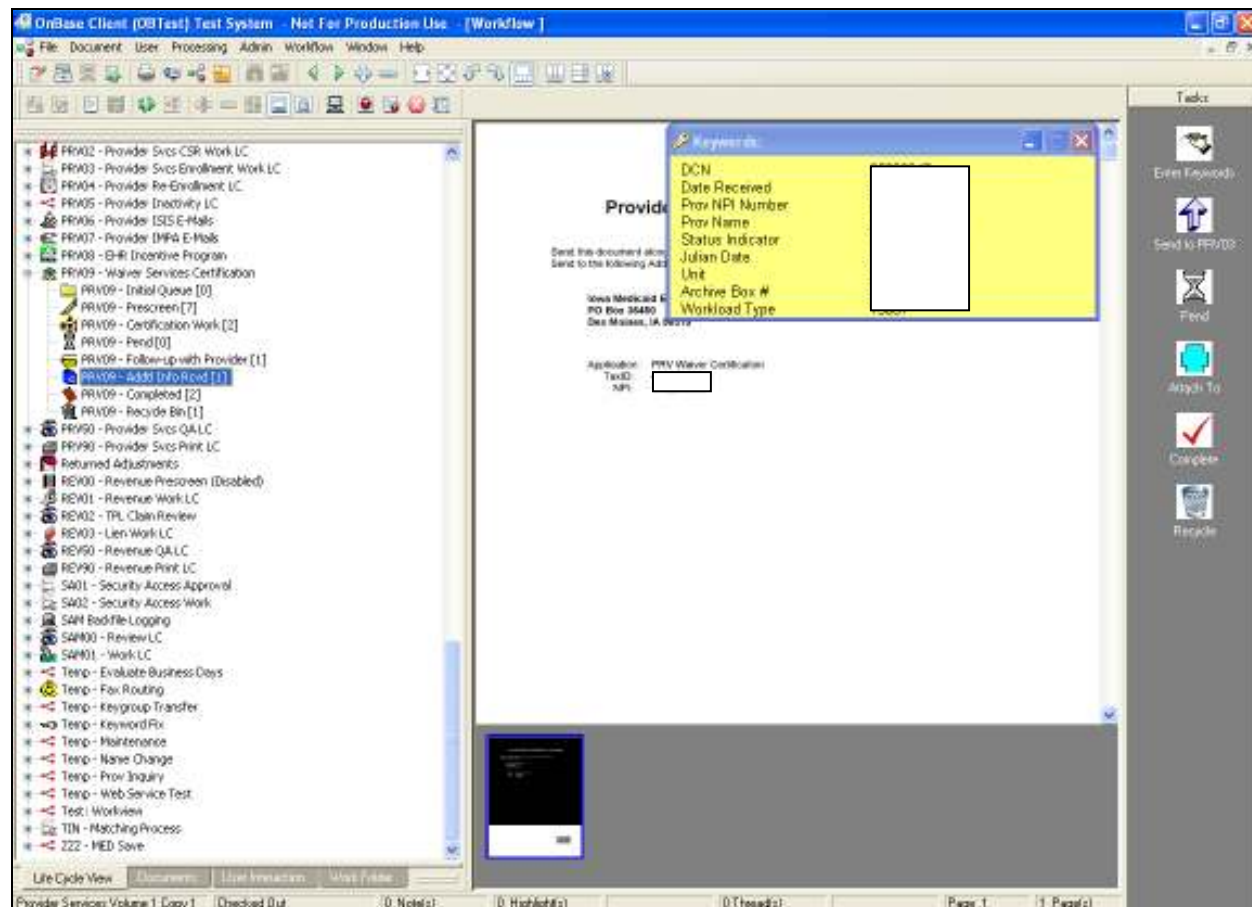
The following tasks are available:

Enter Keywords – Allows the entry of NPI and TIN/SSN in the event the barcode doesn't read. An additional prompt will be given.

Complete – Sends the document to PRV09 – Certification Work

Pend – Presents and e-form for the entry of the provider's address and creates a letter. The document will be sent to PRV09 – Pend.
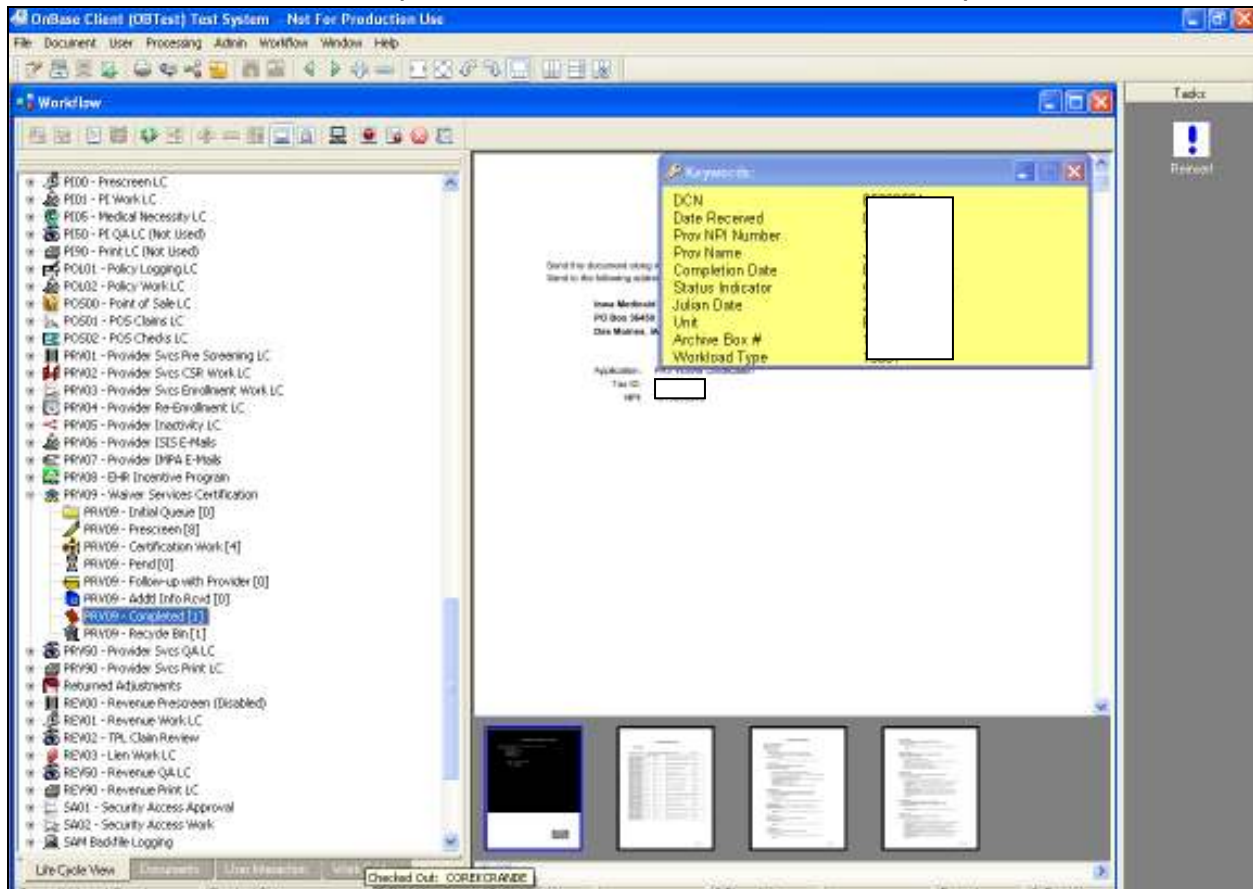
Send to PRV03 – Sends the document to PRV03 - Correspondence

Attach To – Presents and e-form for entry of the DCN the document should be attached to.

Recycle – Sends the document to PRV09 – Recycle Bin.
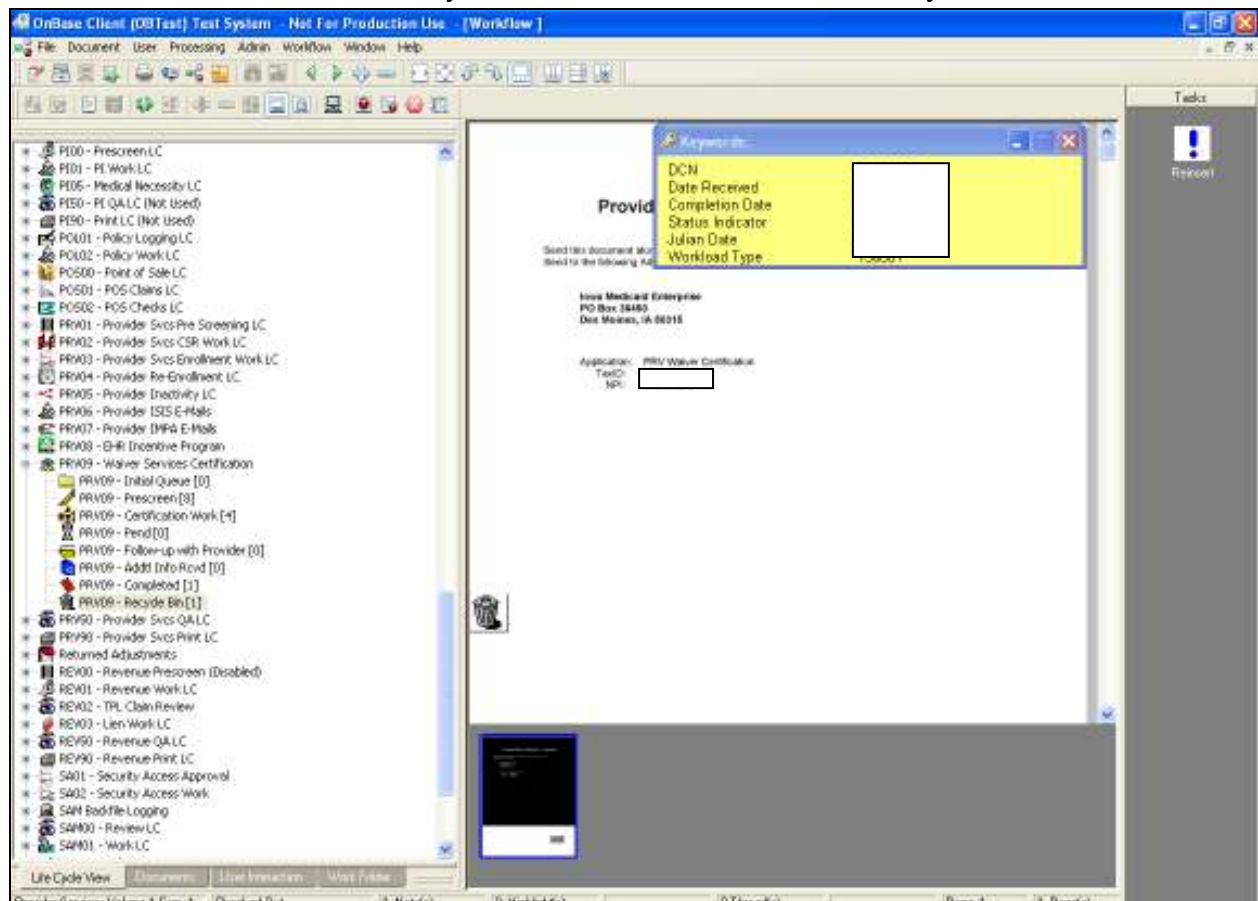
PRV09 – Completed

Documents that have been processed will be sent to PRV09 – Completed.

The **Reinsert** task has been added to move the document back to PRV09 – Prescreen, if needed.

PRV09 – Recycle Bin

Documents that have been recycled will be sent to PRV09 – Recycle bin.

The **Reinsert** task has been added to move the document back to PRV09 – Prescreen, if needed.

IMPA Tool